KNOW WHERE TO GO

It's important to understand your options when seeking medical care.
Non-emergency care for a condition that is not life threatening is generally provided by your physician. Even after-hours care is generally coordinated by your physician who can instruct you on how to receive medical care outside of normal business hours, on weekends and on holidays. If you are in severe pain or your condition is life threatening, you can receive emergency care by calling 911 or visiting an emergency room.

PRIMARY CARE PHYSICIAN

Go to your Primary Care Physician to help manage total care and to seek treatment for non-life threatening conditions.

Expected out-of-pocket cost: $$

Conditions treated may include:

- Annual check-up
- Diabetes management
- Fever
- High blood pressure

TELEHEALTH

Contact your Telehealth provider for non-life threatening conditions that can be treated over the phone or via video consultation.

Expected out-of-pocket cost: $$

Conditions treated may include:

- Allergies
- Bronchitis
- Sinus infection
- Skin rashes

URGENT CARE

Go to an Urgent Care clinic after hours or when your Primary Care Physician is otherwise unavailable.

Expected out-of-pocket cost: $$-$$$

Conditions treated may include:

- Bladder infection
- Cold/Flu symptoms
- Ear infection
- Minor burns

EMERGENCY ROOM

Go to the ER immediately for severe and life-threatening conditions. ERs include hospital-based emergency room and freestanding ER facilities.*

Expected out-of-pocket cost: $$$$

Conditions treated may include:

- Chest pains
- Head injury
- Severe breathing problems
- Stroke symptoms

Find Care:

Call the Customer Service number shown on the back of your Credence member ID card, or use the Find Care tool at **CredenceBlue.com/FindCare** or the **Credence** or **Credence Well-being** mobile apps.

Credence encourages you to consult with your physician regarding the appropriate care for your particular condition and not put cost as the first or sole reason for choosing a provider.

Examples provided are for illustrative purposes only. Some conditions that are severe enough may require you to go directly to the emergency room.

This information is for educational purposes only and is not a substitute for personal care from a licensed physician. Please consult your physician for diagnosis and treatment options. Benefits are subject to the terms, limitations and conditions of your plan. Please refer to your benefit booklet for a complete listing of your plan benefits.

** The out-of-pocket cost is dependent on how the facility or provider submits the claim to Credence.*

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